

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 10
2. AMENDMENT/MODIFICATION NO. 36	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY John F. Kennedy Space Center, NASA Procurement Office – ODIN – OP-OS-ODIN Kennedy Space Center, FL 32899	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code) OAO Corporation 7375 Executive Place Seabrook, MD 20706-2278		(x) 9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS5-98144/NNK05OA12D 10B. DATED (SEE ITEM 13) December 1, 2004	
CODE	FACILITY CODE		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS <input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.			
12. ACCOUNTING AND APPROPRIATION DATA (If required)			

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: NAS5-98144 Contract Clause C.7 Technology Refreshment Process and FAR Clause 52.212-4 Contract Terms and Conditions-Commercial Items, (c) Changes
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return **1** copies to the issuing office.

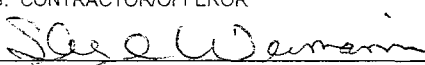
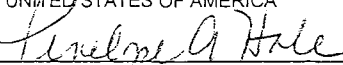
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Stennis Space Center --- ODIN SERVICES

Technology Infrastructures: Incorporation of SWR P203 5VMX 00 Rev 01

Change in Delivery Order Price: \$125,699.68 (INCREASE)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Sheryl K. Weimann Contracts Manager	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Penelope A. Hale Contracting Officer
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 9/29/05
16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 10/4/2005

1. In accordance with Master Contract NAS5-98144, C.7, Technology Refreshment Process, the technology refreshment services SWR P20930 5VMX 00, is hereby incorporated into this Delivery Order at a fixed price of \$125,699.68.
2. The contractor shall provide the labor (including, but not limited to, engineering, configuration management, user coordination/scheduling, wiring/cabling (IEEE 802.3, EIA/TIA Building Wiring Standards, National Electric Code, and Fire Protection Code, as applicable), and equipment installation) and materials necessary to install a new Voice Mail System (VMX) in B1201 as detailed in the enclosed Statement of Work dated July 15, 2005 and as outlined in OAO proposal dated August 26, 2005. This voice mail system shall be compatible with existing PointSpan telephone system. Installation will include testing, labeling, and configuration documentation (red line drawings).

a. The contractor shall be responsible for performance of the following tasks:

ODIN:

- (1) Provide project management coordination to assist Aastra Intecom during the planning and installation of the UCP (Unified Communication Platform) system. The project team should consist of, at a minimum, a Telecommunications representative. If Integrated or Unified Messaging is purchased an MCSE certified representative, an e-mail domain administrator, and a representative to perform the Feature Acceptance Test Plan with Aastra Intecom as per Aastra instructions.
- (2) Provide access to the NASA premises for installation of voicemail and access to NASA's PBX and e-mail server(s) for Voice Mail and Integrated or Unified Messaging installation (if purchased).
- (3) Provide an equipment rack, per the required specifications.
- (4) Coordinate with Aastra Intecom for server software patches, service packs and virus updates.
- (5) Provide, prior to start of database build, an Excel spreadsheet, a comma/tab delimited file, or access to an LDAP database with all mailbox parameters identified per an Aastra Intecom-provided template. At a minimum, the following data elements shall be provided:
 - Last Name
 - First Name
 - Feature Group
 - Mailbox Number
- (6) Coordinate training dates, times, facilities, and for performing voicemail user training to NASA users.
- (7) Provide to NASA or designee, in PDF format, all required copies of the Aastra Intecom electronically provided system documentation.
- (8) Provide Aastra Intecom with remote access to the UCP server for support purposes. Access to be provided via the network through Terminal Services or modem dialup. Terminal Services require that the UCP server be part of a domain on NASA's network

Aastra Intecom (subcontractor):

- (1) Provide remote Project Management support to coordinate the installation.
- (2) Provide and install server hardware at SSC.
- (3) Provide and install switch-based interface equipment, or connect existing interface equipment to new voice mail system including hand-off cables.

- (4) Test integration link to the PointSpan Private Branch Exchange (PBX).
- (5) Install Unified Communications Platform (UCP) application software load on the UCP Voice Mail server(s).
- (6) Import OAO-provided user database, and configure feature groups (classes of service) and voice mail telephony attributes.
- (7) Configure UCP software features per NASA's site-specific system Configuration Summary located on the Pricing Summary page of the UCP quote.
- (8) Provide one Web-based Telephone User Interface (TUI) Train-the-Trainer instruction class for up to 10 designated trainers. The training will be conducted during normal business hours, Monday-Friday, 8 a.m. to 5 p.m. (Central Time). The designated trainers will be responsible for providing TUI training to users.
- (9) Provide the following product documentation, in PDF format, electronically on the software CD. NASA will be responsible for printing all required copies.
 - UCP Quick Reference Guide
 - UCP Telephone User Guide
 - UCP Client Application User Guide
 - UCP Configuration Guide
 - UCP Fax Server Administration Guide
 - UCP Client Application Installation Guide
 - UCP Server Installation Guide
 - UCP Property Management Interface Quick Guide
- (10) Removal of the old VMX system
- (11) Perform Feature Acceptance Test with NASA's representative.
- (12) Conduct one follow-up conference call with NASA within 30-45 days after installation of UCP during which the overall system operation including system administration, features, general issues, and concerns will be reviewed.

b. NASA will

- (1) Notify SSC user community of new Voicemail system.
- (2) Print and distribute telephone user documentation associated with customized telephone interface,

c. The contractor shall provide the VMX System comprised of the following components:

(1) Base Package: Enterprise Edition, 48 Digital Ports,	Integrated Messaging: 0
0 Fax Mail Ports	Users
Licensed Voice Ports: 48	Unified Communications:
	50 Users
Inbound Fax Ports: 0	Fax Server Users: 0 Users
Outbound Fax Ports: 0	Initial Implementation:
	5000 Mailboxes
Maximum number of Users: 10,000	Advanced User Pilot: None

(2) Voice Messaging Server		Dual Xeon 3.06GHz CPUs, 5U Rack Mount model, 2GB RAM, RAID 1+0 (6X72GB SCSI HD), (6) 72GB 15K U320 Pluggable Drives, Hardware RAID controller, Windows 2000 Server OS, 1 1GB NICs, 1 USB port, 4 full size non-hot pluggable PCI-X slots, 2 non-hot pluggable PCI-Express slots, Hot Pluggable Redundant Power Supplies	Configuration: F
(3) Server/Voice Card Packages			
100 4680 710	Voice Server Package F, 96 Digital Server Ports with 48 Licensed ports available, 100/200GB DAT Tape Drive		1 ea
(4) Manual Additions			
109761	Executive Software Diskeeper V9 Standard for Windows Server		1 ea
(5) Rack Hardware			
100 4600 251	Rack & Mounting Kit - 36U Compaq with 2 Port KVM, Keyboard, Monitor, Mouse		1 ea
(6) UCP Software			
885 0040 020SP	UCP Enterprise Edition Base System Software (Includes 4 ports voice mail, 50 UC user licenses, 2 port TTS license, 2 port ASR license w/ max. 250 names)		1 ea
EAD7-0516-PROM	UCP Enterprise Edition 4 port upgrade from 5 - 16 voice channels		3 ea
EAD7-1764-PROM	UCP Enterprise Edition 4 port upgrade from 17-64 voice channels		8 ea
EADS-01SP-01SW	EADS Realspeak TTS 1 port upgrade		3 ea
NUAN-5000-03SW	Nuance ASR 1 port Base License (500+ Names) AST-3		1 ea
NUAN-UPGD-03SW	Nuance ASR 1 port Upgrade License (500+ Names) AST-3		3 ea
SMDI-1000-01SW	SMDI integration		1 ea
VPIM-1000-01SW	VPIM networking software		1 ea
UCP 2.0 Upgrade	Available 1st quarter.		
CSTA-1000-01SW	UCP 2.0 CSTA Services		1 ea
885 0252 028	SFTWR OPTION, OAI CHANNEL, TCP/IP		1 ea
885 0250 028	SFTWR OPTION, OAI FEATURE (OPEN APPLICATION INTERFACE)		1 ea
(7) System Administrator Training			
885 0016 052	UCP System Administration Training, per seat (3 hr. Webinar)		3 ea
885 0016 053	UCP Voice Menu Administration, per seat (3 hr. Webinar)		3 ea
885 0016 055	UCP Fax Server Administration, per seat (2 hr. Webinar)		3 ea
885 0016 056	UCP Web Client and UC Client Manager Training, per seat (Train-the-Trainer or End User) (3 hr. Webinar)		3 ea
(8) PBX Interface Equipment			

500 1695 050	Cable,Voice Mail,T1,Plenum,Bail LatchTelco Co To RJ48,50FT	4 ea
885 0009 100	Cable Group, OAI/PDI To AP	1 ea

(9) 2 years Software Subscription**(10) 2 years Hardware Advance Replacement**

- d. This voice mail equipment is warranted by the manufacturer for twelve (12) months after acceptance testing and includes 24x7 telephone technical support for software, bug fixes, update and upgrade releases and same day, 4-hour on-site support, and includes parts and labor.
- e. This Unified Communications Platform (UCP) provided is version 1.3. Upon release, version 2.0, will be provided at no additional cost.
- f. Schedule:
- (1) Within seven (7) days of contract execution, OAO Corporation will provide NASA a test plan for review and coordination.
 - (2) The completion of this effort shall be within eight (8) weeks from receipt of a contract Modification.
4. Part II "Contract Administration Data", Item 4, is revised as indicated below to incorporate the increase of \$125,699.68 for this infrastructure upgrade:

Month/Mod	Description	Monthly Total	Actual Total To Date
Sep-05	Ordered Seats and Services	\$ 398,773.21	\$ 3,967,699.60
Aug-05	Catalog Services	\$ 15,108.36	\$ 145,823.42
Aug-05	Specialized Services	\$ -	\$ 94,366.73
	Infrastructure upgrades	\$ -	\$ 925,810.09
	Fast Track Mods Authorized (but not incorporated by Mod)	\$ 21,177.16	\$ 21,177.16
	sub-total of ordered services	\$ 435,058.73	\$ 5,154,877.00
Jul-05	Less facility credit	\$ -	\$ -
Jul-05	Less outage credit	\$ -	\$ -
	Less retainage not earned	\$ -	\$ (419.51)
TOTAL		\$ 435,058.73	\$ 5,154,457.49

5. Part V "Technology Infusion (Infrastructure Upgrades)", Item 3 is modified to include the subject infrastructure upgrades. The signed date and completion date will be completed in a future infrastructure upgrade modification.

Mod	Description	Amount
36	installation of new Voice Mail System in B1201	\$125,699.68

6. Payment Schedule: Invoicing and Payment for this modification will be made in accordance with Master Contract NAS5-98144, FAR 52.212-4: Commercial Items (May 1997) (Modified) in accordance with the following:

Phase I:

Payment of \$107,916.00 shall be paid upon receipt of all material as verified by the DOCOTR or designee.

Phase II:

Payment of \$17,783.68 after new VMX has been installed, tested and accepted by the DOCOTR or designee.

7. Reporting requirements: The contractor shall provide monthly status reports to the SSC DOCOTR, with a copy to the DOCO. These reports shall include, as a minimum, installation progress, and potential problem areas.
8. In consideration of the modification agreed to herein as complete equitable adjustment for the changes set forth, the Contractor hereby releases the Government from any and all liability under this delivery order for further equitable adjustments attributable to such facts or circumstances giving rise to these changes.
9. All other terms and conditions of this Delivery Order remain unchanged and in full force and effect.

NASA SSC VMX REPLACEMENT REQUIREMENTS**July 15, 2005****OVERVIEW**

The NASA SSC VMX 300 Voice Mail System (VMX) is over 10 years old and is no longer manufactured. The original OEM does not exist and system maintenance has passed through several companies. The VMX has failed twice over the last year and in one case, data was lost.

NASA SSC considers the VMX system to be critical and fundamental in support of SSC missions and operations. A hard failure of this system will cause a significant impact to all SSC operations, including residences. Therefore an upgrade or replacement is necessary with growth potential to support voice messaging for SSC's current and potential future residences over the next 10 years.

Article I. BACKGROUND

Since the original implementation of the VMX, a number of advancements in technology have occurred that allow integration of technologies to include fax, voice mail, and email. This is typically called Unified Messaging (UM). The integration of these technologies has shown to be a cost effective solution vs. upgrading and supporting these individual requirements separately. In addition to voice mail, SSC has upgrade or replacement requirements in some, if not all, of these other messaging technology areas. Therefore, requirements are listed for optional capabilities that support expansion to these other areas.

Article II. REQUIREMENTS

The following are basic requirements for the replacement or upgrade of the SSC voice messaging system. Requirements for optional upgrades are also listed. These options, if selected by NASA, shall be implemented at the same time as when the basic replacement is installed. Pricing should be detailed to reflect implementation of the basic voice mail system and each optional capability as well as one and two additional maintenance years for the basic system and options.

1. Architecture

- One innovative architecture that supports multiple platforms
- Current technology
- Industry standards based hardware and software
- Uncoupled system elements to enable expansion into unified messaging and unified communications solutions in order to create a future total modular messaging solution
- Diagnostics capability
- Simplified troubleshooting
- On site SSC storage of voice messages
- Full compatible with the NASA SSC PointSpan M6880 PBX.

2. Voice Mail

- Server, as a minimum, Intel P4 2.0 GHz processor, 512 MB system memory, rack mount chassis.
- Interface cards to support minimum of 48 ports, expandable to at least 96 ports.

- Minimum of 5,000 mail boxes expandable to at least 10,000.
- Storage capacity 120 hours expandable to at least 240 hours.
- Data Storage capacity 0.5 gig expandable to at least 1 gig.
- Automated Attendant.
- Scripted/Announcement mailboxes.
- Single digit routing with multiple submenu capability.
- Off-site voice message notification/delivery.
- Day of Week, Time of Day, holiday scheduling.
- Simple Mail Device Interface integration with PointSpan M6880 PBX.
- Telephone Users Interface mailbox management
- Speech-enabled automated attendant and Center directory
- End User ability to program a backup number if primary not answered
 - Ability to control what calls are allowed off center
- Other Features
 - More than one caller to simultaneously leave messages to one number
 - Transfer messages to other users and append them with their own comments
 - Customized greeting created as needed by each user to include greeting message and name
 - Customized and managed mail boxes for groups (e.g.; agencies, companies, etc) of SSC users
 - Each group has the ability to set up group greeting and mail boxes
 - Security code assigned by each user
 - User ability to create and modify security code as desired from any phone
 - Users create, edit and modify their own distribution lists
 - Lamp notification on phone instrument for messages waiting
 - Audio tone of message waiting when user uses phone
 - Message listening controls
 - Pause / resume
 - Record messages, send and mark "urgent", "private", etc
 - Obtain user instruction through system prompts
 - Backup
 - Replay
 - Delete
 - Skip forward
 - Save
 - Return receipt
 - Future or immediate delivery
 - Announce date and time of message delivery
 - Immediate call the caller

3. Optional Messaging Requirements

a. Facsimile

- Fax to desktop PC
- PC to Fax
- Fax to telephone
- Fax to wireless¹
- Web access to Fax
- Ability to print faxes
- Distribution lists

- b. Voice Mail (VMail)
 - o PC access
 - o Wireless¹ access
- c. Electronic Mail (Email)
 - o Telephone access
 - o Wireless access
- d. Instant Messaging (IM)
 - o Secure for LAP and SMS type messages
 - o Screen pop up for incoming calls
 - o Current Status
- e. Interactive voice response (IVR) or automatic call distributor (ACD) technology
 - o Support a simple menu structure
 - o Ability to “opt-out” to speak with a person at any time
- f. Computer Telephony Integration (CTI)
 - o PC interface

- 4. For all message types
 - o Web browser access
 - o Multi-vendor e-Mail server interface (i.e. MS Exchange Server, Lotus Notes)
 - o Message notification
 - o Synchronization capabilities
 - o Customer defined where to send messages or direct system to find customer
 - o Web-based mailbox management
 - o Off-line message recording capability.
 - o Multilingual support
 - o Remote access by calling on phone, cell phone, or wireless data device
 - o Management control of messages via local or remote access.
 - o On line help
 - o “Present status” that allows selectable pre-recorded messages to include:
 - In meeting
 - Gone Home
 - On Business Trip
 - o On line directory with “present status”

- 5. General
 - o Minimum impact to customers migrating from legacy system
 - o Vendor Onsite Training for Maintenance and Operation
 - o M & O for 3 technicians
 - o O for no more than 3 Operations only
 - o Attendance approved by NASA.
 - o Minimum training requirements
 - o Conduct end user training on SSC premises tailored specifically to SSC requirements
 - o Warranty

- A complete one year warranty agreement shall be included as part of the vendors proposal including details of coverage. During the warranty period any defective components shall be repaired or replaced at no cost to NASA.
- Vendor Maintenance Contract
 - A maintenance year in addition to the warranty
 - A second maintenance period that terminates at end of DO3.
- All system maintenance during the period of performance shall be performed by the vendor at no additional cost to SSC other than those charges stipulated in the maintenance agreement.
- Vendor installation and check out
- NASA successful acceptance test before final payment
- Reporting capabilities as a minimum for usage and call details.
- Five Year Support - the OEM shall guarantee to continue to provide system maintenance for a period of not less than five years following the expiration of the original managed service agreement period, end of DO3.

6. Responsibility

The vendor is solely responsible for the complete turn-key engineering and installation of the new voice messaging system and all interconnecting facilities.

¹ Wireless includes but is not limited to cell phones and wireless handheld data devices